

Return on Investment (ROI) Program Funding Application

This template was built using the ITD ROI Submission Intranet application.

FINAL AUDIT REQUIRED: The Enterprise Quality Assurance Office of the Information Technology Department is required to perform post implementation outcome audits for all Pooled Technology funded projects and may perform audits on other projects.

This is a Pooled Technology Fund Request. Amount of funding requested: \$5,620.00

Section I: Proposal

Date:	7/28/2003
Agency Name:	Inspections & Appeals
Project Name:	Utilizing Tablet PCs in the Survey Process for HFD
Agency Manager:	Terry Ventling
Agency Manager Phone Number / E-Mail:	(515)281-6968 / tventling@dia.state.ia.us
Executive Sponsor (Agency Director or Designee):	Steve Young

D. Statutory or Other Requirements

Is this project or expenditure necessary for compliance with a Federal law, rule, or order?

☐ YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)

Explanation:

NA

Is this project or expenditure required by state law, rule or order?

☐ YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)

Explanation:

NA

Does this project or expenditure meet a health, safety or security requirement?

☒ YES (If "YES", explain.)

Explanation:

Allows greater security inline with HIPAA recommendations.

Is this project or expenditure necessary for compliance with an enterprise technology standard?

☒ YES (If "YES", cite the specific standard.)

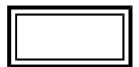
Explanation:

This project is necessary to comply with State Goals of Electronic Business.

[This section to be scored by application evaluator.]

Evaluation (20 Points Maximum)

If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-20 points awarded.



E. Impact on Iowa's Citizens**a. Project Participants**

List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

Response:

Health Facilities Division of Department of Inspections and Appeals. This would include Habilitation bureau staff and then in incremental phases would include all areas of Health Facilities.

b. Service Improvements

Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response:

Surveyors in the facilities interview and take notes on paper forms and tablets of paper, then transcribe onto laptop and then submit to office. If done on a tablet PC this transcription is already done and can be electronically submitted to office and creates a more efficient model for the survey process and more resident contact time with the surveyor.

c. Citizen Impact

Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adopted rate of Iowa's citizens or government employees with the preceding project?

Response:

This will increase surveyors efficiency and create a better workflow. Providers can expect better service and less intrusion with the survey process. Recipients can get greater contact with the surveyors. Improved safety , security and wellbeing for the recipients in the facilities will be achieved.

d. Public Health and/or Safety

Explain requirements or impact on the health and safety of the public.

Response:

[This section to be scored by application evaluator.]

Evaluation (10 Points Maximum)

- Minimally improves Customer Service (0-3 points).
- Moderately improves Customer Service (4-6 points).
- Significantly improves Customer Service (7-10 points).

[This section to be scored by application evaluator.]

Evaluation (15 Points Maximum)

- Minimally directly impacts Iowa citizens (0-5 points).
- Moderately directly impacts Iowa citizens (6-10 points).
- Significantly directly impacts Iowa citizens (11-15 points).

F. Process Reengineering

Provide a pre-project or pre-expenditure (before implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

Response:

Surveyors in the facility interview residents, staff, review records, observe client/staff interactions while taking notes and filling out paper forms on a tablet of paper. They then take the paper notes and transcribe them onto a laptop and also send a huge packet of information in the mail to the office for filing.

Provide a post-project or post-expenditure (after implementation) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

Response:

Surveyors in the facility interview residents, staff, review records, observe client/staff interactions while taking notes on a tablet and then can electronically send it to office. Much faster turn-around time and better service for residents and facilities.

[This section to be scored by application evaluator.]

Evaluation (10 Points Maximum)

- Minimal use of information technology to reengineer government processes (0-3 points).
- Moderate use of information technology to reengineer government processes (4-6 points).
- Significant use of information technology to reengineer government processes (7-10).

[This section to be scored by application evaluator.]

Evaluation (5 Points Maximum)

- The timeline contains several problem areas (0-2 points)
- The timeline seems reasonable with few problem areas (3-4 points)
- The timeline seems reasonable with no problem areas (5)

H. Funding Requirements

On a fiscal year basis, enter the estimated cost by funding source: Be sure to include developmental costs and ongoing costs, such as those for hosting the site, maintenance, upgrades, ...

	FY05		FY06		FY07	
	Cost(\$)	% Total Cost	Cost (\$)	% Total Cost	Cost (\$)	% Total Cost
State General Fund	\$38,751	65%	\$1,875	75%	\$1,875	75%
Pooled Tech. Fund /IowAccess Fund	\$5,620	9%	\$0	0%	\$0	0%
Federal Funds	\$14,791	25%	\$625	25%	\$625	25%
Local Gov. Funds	\$0	0%	\$0	0%	\$0	0%
Grant or Private Funds	\$0	0%	\$0	0%	\$0	0%
Other Funds (Specify)	\$0	0%	\$0	0%	\$0	0%
Total Project Cost	\$59,162	100%	\$2,500	100%	\$2,500	100%

Non-Pooled Tech. Total	\$53,542	91%	\$2,500	100%	\$2,500	100%
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[This section to be scored by application evaluator.]

Evaluation (10 Points Maximum)

- The funding request contains questionable items (0-3 points)
- The funding request seems reasonable with few questionable items (4-6 points)
- The funding request seems reasonable with no problem areas (7-10)

I. Scope

Is this project the first part of a future, larger project?

☒ YES (If "YES", explain.) ☐ NO, it is a stand-alone project.

Explanation:

We anticipate a successful project and will be incorporating this to all surveyors in the Health Facilities Division.

Is this project a continuation of a previously begun project?

☐ YES (If "YES", explain.)

Explanation:

J. Source of Funds

On a fiscal year basis, how much of the total project cost (\$ amount and %) would be absorbed by your agency from non-Pooled Technology and/or IOWAccess funds? If desired, provide additional comment / response below.

Response:

[This section to be scored by application evaluator.]

Evaluation (5 Points Maximum)

- 0% (0 points)
- 1%-12% (1 point)
- 13%-25% (2 points)
- 25%-38% (3 points)
- 39%-50% (4 points)
- Over 50% (5 points)

Section II: Financial Analysis

A. Project Budget Table

It is necessary to estimate and assign a useful life figure to each cost identified in the project budget. Useful life is the amount of time that project related equipment, products, or services are utilized before they are updated or replaced. In general, the useful life of hardware is three (3) years and the useful life of software is four (4) years. Depending upon the nature of the expense, the useful life for other project costs will vary between one (1) and four (4) years. On an exception basis, the useful life of individual project elements or the project as a whole may exceed four (4) years. Additionally, the ROI calculation must include all new annual ongoing costs that are project related.

The Total Annual Prorated Cost (State Share) will be calculated based on the following equation:

$$\left[\left(\frac{\text{Budget Amount}}{\text{Useful Life}} \right) \times \% \text{ State Share} \right] + (\text{Annual Ongoing Cost} \times \% \text{ State Share}) = \text{Annual Prorated Cost}$$

Budget Line Items	Budget Amount (1st Year Cost)	Useful Life (Years)	% State Share	Annual Ongoing Cost (After 1st Year)	% State Share	Annual Prorated Cost
Agency Staff	\$13,500	3	75.00%	\$2,000	75.00%	\$4,875
Software	\$1,462	3	75.00%	\$0	0.00%	\$366
Hardware	\$28,900	3	75.00%	\$0	0.00%	\$7,225
Training	\$13,600	3	75.00%	\$0	0.00%	\$3,400
Facilities	\$0	1	0.00%	\$0	0.00%	\$0
Professional Services	\$0	4	0.00%	\$0	0.00%	\$0
ITD Services	\$0	4	0.00%	\$0	0.00%	\$0
Supplies, Maint, etc.	\$1,700	3	75.00%	\$500	75.00%	\$800
Other	\$0	1	0.00%	\$0	0.00%	\$0
Totals	\$59,162	---	---	\$2,500	---	\$16,666

C. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the ROI Financial Worksheet as necessary:

1. Annual Pre-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process prior to project implementation.

Describe Annual Pre-Project Cost:

Quantify Annual Pre-Project Cost:

	State Total
FTE Cost (salary plus benefits):	\$0.00
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$0.00
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$0.00
Total Annual Pre-Project Cost:	\$0.00

2. Annual Post-Project Cost - This section should be completed only if state government operations costs are expected to be reduced as a result of project implementation. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process after project implementation.

Describe Annual Post-Project Cost:

From the worksheet, the estimated ongoing annual cost is \$16,665 and projected savings of \$44,200 equals a total net savings of \$27,535 per year.

Quantify Annual Post-Project Cost:

	State Total
FTE Cost (salary plus benefits):	\$12,498.75
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	\$0.00
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	\$0.00
Total Annual Post-Project Cost:	\$12,498.75

3. Citizen Benefit - Quantify the estimated annual value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to

transportation, the time expended on or waiting for the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of \$10 per hour for citizen time.

Describe savings justification:

<u>Transaction Savings</u>	
Number of annual online transactions:	2
Hours saved/transaction:	1
Number of Citizens affected:	906
Value of Citizen Hour	10
Total Transaction Savings:	\$18,120
Other Savings (Describe) primary person savings	\$1,285
Total Savings:	\$27,530

4. Opportunity Value/Risk or Loss avoidance - Quantify the estimated annual non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc.

Response:

442 person hours/year X \$50/hour = \$44,200 in savings. If you remove the annual ongoing costs of \$16,665 you have a net total savings of \$27,535. This allows a greater amount of contact between surveyors and residents and providers. The overall process is improved and allows for better adherence to HFD primary mission as it relates to the quality of life and the person served.

5. Benefits Not Readily Quantifiable - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

Cost savings to HFD/DIA; reduced paperwork for both surveyors and facilities; improved workflow processes; increased satisfaction of license holders and improved quality of life for persons served.

ROI Financial Worksheet	
A. Total Annual Pre-Project cost (State Share from Section II C1):	\$0
B. Total Annual Post-Project cost (State Share from Section II C2):	\$12,499
State Government Benefit (= A-B):	(\$12,499)
Annual Benefit Summary:	(\$12,499)
State Government Benefit:	(\$12,499)
Citizen Benefit:	\$27,530
Opportunity Value or Risk/Loss Avoidance Benefit:	\$14,791
C. Total Annual Project Benefit:	\$29,822
D. Annual Prorated Cost (From Budget Table):	\$16,666
Benefit / Cost Ratio: (C/D) =	1.79
Return On Investment (ROI): ((C-D) / Requested Project Funds) * 100 =	234.11%

[This section to be scored by application evaluator.]

Evaluation (25 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-8 points).
- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (9-16 points).
- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (17-25).

Note: For projects where no State Government Benefit, Citizen Benefit, or Opportunity Value or Risk/Loss Avoidance Benefit is created due to the nature of the project, the Benefit/Cost Ratio and Return on Investment values are set to Zero.

Appendix A. Auditable Outcome Measures

For each of the following categories, list the auditable metrics for success after implementation and identify how they will be measured.

1. Improved customer service

Measurement of time spent in facilities observing residents and staff interaction for survey process will be recorded on CMS 670 form as is currently done. Residents and facilities will see faster turn around and easier submission of plans of corrections. More quality time will be available to spend observing and interacting with staff and residents to insure the health, safety and welfare of all facility residents.

2. Citizen impact

This will create more interaction/observation times with residents and staff to ensure proper care and lifestyles are adhered to.

3. Cost Savings

Decreased mailing expenses, less spent on surveyor salaries doing observation notes transcription and more interaction time for surveyors with residents and staff.

4. Project reengineering

There is no reengineering at this time, since this is a new project.

5. Source of funds (Budget %)

State funds 75%
Federal funds 25%

These amounts reflect this particular bureau within the Health Facilities Division of DIA.

6. Tangible/Intangible benefits

Cost savings to Health Facilities Division/DIA
Reduced paperwork for both surveyors and facilities
Improved workflow processes
Increase satisfaction of license holders
Improved quality of life for persons served

[Return](#)